



Message from Carlo Bozotti

Full customer satisfaction is, and always has been, the ultimate goal for ST and our Quality programs. Our culture of Sustainable Excellence associates all ST employees with our mission of quality and customer satisfaction. Our Company has invested considerable resources and effort to develop and deploy an effective and efficient Quality Management System.

When we decided to launch the ISO/TS 16949 corporate certification program, we knew that we could rely on our Quality culture to continuously improve our performances and our processes. We successfully achieved our first ISO/TS certification in 2003.

We learnt a lot, and have greatly benefited from this exercise; the improvement of our Quality Management System is a key enabler for Product Quality Excellence.

We will continue on this path. For us, Total Quality is a permanent focus. I have no doubt that all ST employees will continue their efforts to satisfy our Customers' ever more demanding expectations.

Carlo Bozotti

President and CEO, STMicroelectronics